

**Inquiry Reasons  
For 4/1/2020 - 7/1/2020**

Utility Type	Inquiry Reasons	No. of
<b>Cellular</b>		
	Billing	1
	Disconnection	2
	Rates/Policies	1
	Service quality/repair	1
		Total 5
<b>Competitive Local Exchange Carrier</b>		
	Billing	4
	Disconnection	2
	Rates/Policies	3
	Safety	3
	Service quality/repair	10
	Slamming	1
	Switching	1
		Total 24
<b>Farm Taps</b>		
	Rates/Policies	1
		Total 1
<b>Gas Distribution Companies</b>		
	Billing	2
	Disconnection	1
	Rates/Policies	5
	Refusal to provide service	2
	Safety	1
		Total 11
<b>Intrastate Transmission</b>		
	Service quality/repair	1

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Utility Type	Inquiry Reasons	No. of
		Total 1
<b>Investor-Owned Electric Utilities</b>		
	Billing	10
	Deposit	4
	Disconnection	6
	Line extension/upgrade charge	6
	Rates/Policies	37
	Refusal to provide service	4
	Safety	8
	Service quality/repair	11
		Total 86
<b>Investor-Owned Water Companies</b>		
	Billing	6
	Safety	1
	Service quality/repair	1
		Total 8
<b>Local Exchange Carriers</b>		
	Billing	3
	Disconnection	3
	Rates/Policies	14
	Refusal to provide service	8
	Safety	8
	Service quality/repair	87
		Total 123
<b>Rural Electric Cooperative Corporation</b>		
	Billing	4
	Disconnection	3

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Utility Type	Inquiry Reasons	No. of
	Line extension/upgrade charge	2
	Rates/Policies	2
	Refusal to provide service	1
	Service quality/repair	3
		Total 15
<b>Sewer Utilities</b>		
	Service quality/repair	1
		Total 1
<b>Water Associations</b>		
	Billing	2
	Line extension/upgrade charge	1
	Service quality/repair	1
		Total 4
<b>Water Districts</b>		
	Billing	20
	Disconnection	3
	Line extension/upgrade charge	3
	Rates/Policies	6
	Refusal to provide service	1
	Safety	1
	Service quality/repair	9
		Total 43
		Grand Total 322